

What is claimed is:

1. A method for forwarding an e-mail with an unspecified recipient, which is received via a mail server, to a best
5 qualified recipient, comprising steps of:

building learning models corresponding to recipients from e-mails stored in the mail server by using a machine learning algorithm; and

10 classifying, when a new e-mail is received, a learning model corresponding to a best qualified recipient and delivering the new e-mail to the best qualified recipient.

2. The method of claim 1, wherein the step of building learning models includes steps of:

15 dividing the e-mails stored in the mail server according to the recipients of the e-mails;

indexing words included in the e-mails; and

20 building learning models corresponding to recipients from the indexed words by using the machine learning algorithm.

3. The method of claim 2, wherein the step of classifying a learning model corresponding to a best qualified recipient includes steps of:

25 tracing the learning models built for the respective recipients by using the words indexed from the new e-mail;

detecting a learning model corresponding to a best qualified recipient; and

delivering the new e-mail to the best qualified recipient.

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4. The method of claim 3, wherein the machine learning algorithm is a decision tree algorithm of ID3.

5. The method of claim 4, wherein the learning models are
10 decision trees generated by the decision tree algorithm.

6. A system for delivering an e-mail with an unspecified recipient, which is received via a mail server, to a best qualified recipient, which comprises:

15 learning agent for building learning models corresponding to recipients from e-mails stored in the mail server by using a machine learning algorithm; and

classifying agent for classifying, when a new e-mail is received, a learning model corresponding to a best
20 qualified recipient and delivering the new e-mail to the best qualified recipient.